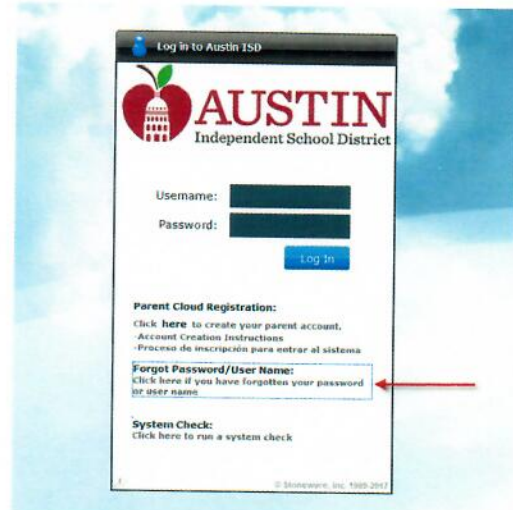


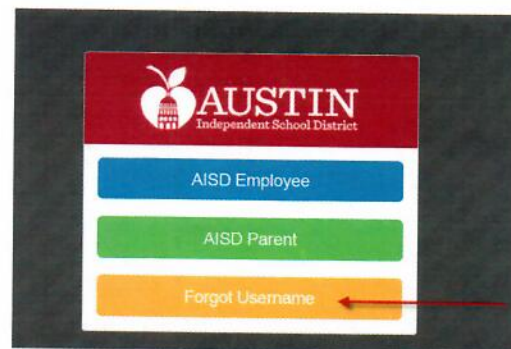
Parent Cloud Username and Password Retrieval

Google Chrome must be used as the browser for proper functioning of the Password Reset.

1. Go to my.austinisd.org, and click the “**Forgot Password / User Name**” link.

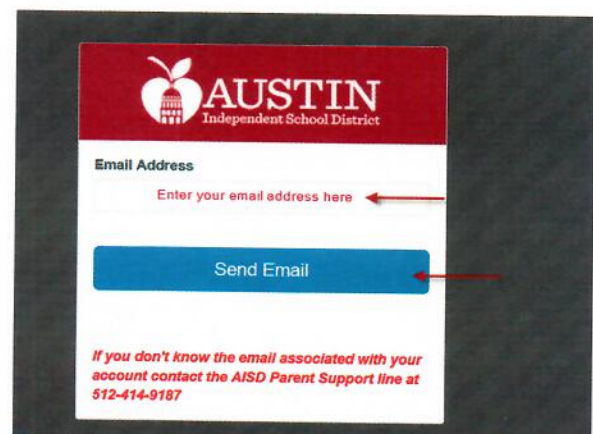


2. If you need to retrieve your username, click the “**Forgot Username**” button. If you know your username, skip this step, and go to step 4 to reset your password.

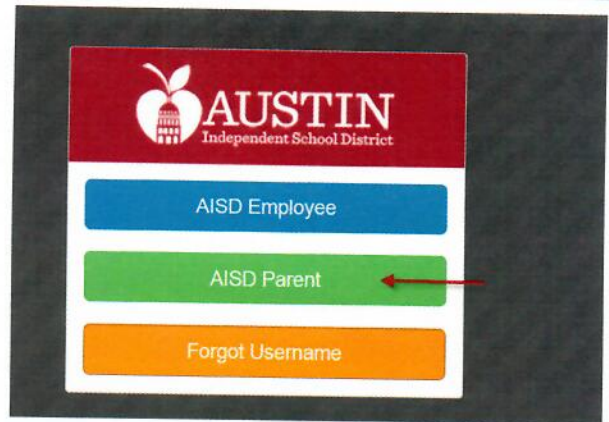


3. Enter the email address that is associated with your Parent Cloud account. This should be the email address that was used to create the account but may have been changed if you have changed the email address provided to the district in the past. Click “**Send Email**”, and an email will be sent to the indicated email address containing your username. You may now proceed to step 4 to reset your password.

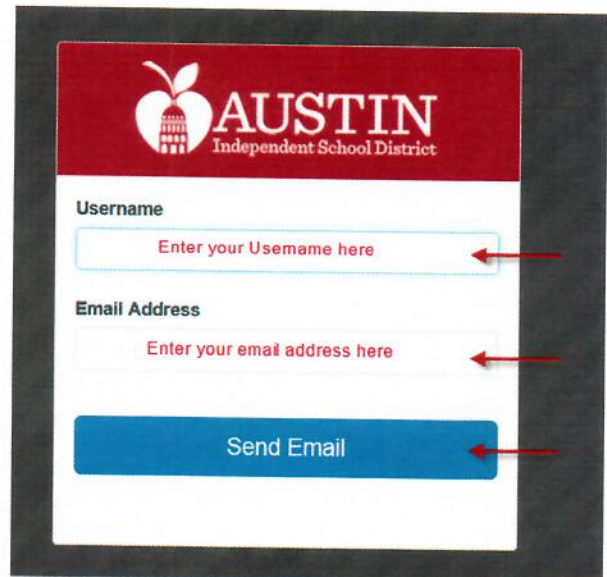
If the email address entered does not match the email address on an existing account, please contact Parent Technology Support at (512) 414-9187.



- To reset your password, please click the “AISD Parent” button.



- Enter your Username and the email address associated to your account. Click the “Send Email” button. You will be sent an email containing a link.



- Click the link in the email you receive to change your password to one of your choosing, ensuring that it meets the password policy shown. Re-enter your chosen password to verify and click the “Change Password” button.

You may now use your new password to log into your Parent Cloud account.

